

Testimony of William F. Henderson III  
President, Local 1298  
Communications Workers of America

SB 1036  
AN ACT CONCERNING TELECOMMUNICATIONS SERVICE.

ENERGY AND TECHNOLOGY COMMITTEE  
March 2013

Senator Duff, Representative Reed, members of the committee: my name is William Henderson III. I am proud to serve as the President of Communications Workers of America Local 1298, representing more than 4,000 telecommunications workers across New England.

I am here to speak of concerns related to SB 1036 AN ACT CONCERNING TELECOMMUNICATIONS SERVICE.

I have testified to the legislature numerous times, as President of the union representing bargaining unit employees at ATT I have very serious concerns related to changes in the telecommunication services regulations. Based on existing law Chapter 283 Sec.16-247p (attachment A), the Department (PURA) shall include with the quality of service standards methodologies for monitoring compliance with and enforcement of such standards. Such monitoring shall include input from employees of telephone companies and certified telecommunications providers, including members of collective bargaining units. Lost in many versions of legislation and PURA dockets is the roll the workers play in service, maintenance and restorations. ATT has not met the out of service restored in 24 hours metric month over month, year over year since the metric has been in place for over 10 years. Consumers count on reliable service. Jobs and job growth are an intricate part of providing service and maintenance to the network that delivers multiple technologies. Currently traditional telephone service and internet are in the very same telephone lines as the Uverse TV, IP telephone and IP internet. Now is the time to work to incorporate regulations to cover new technologies in VOIP and wireless not reduce regulations that protect consumers.